

East Coast R1 Hospital Access

[Cirrus Customer Success](#) Last updated August 20, 2026

Summary

This [R1](#) university simplified access to services shared with the affiliated hospital system.

Products



Streamline access to applications for users that don't require a full credential - alumni, continuing ed students, parents, former employees, job applicants, guests and more.

Key Metrics

3000

Users transitioned and retained access to essential services

Goals



Maintain access, reduce friction and deliver a seamless login experience for university and hospital system users



Partner with IAM professionals so the small IT team could focus on other priorities



Reduce friction and deliver an intuitive login experience



Reduce technical and service desk support overhead and licensing costs



Ensure existing access is maintained for a smooth transition

How Cirrus Helped

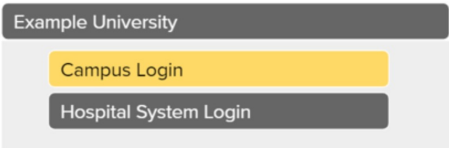
Cirrus Identity partnered with this university to implement Cirrus Identity [Account Linking](#). Users that have both a hospital system account and campus account are linked and associated with a unique identifier. All the matching work to assign a unique identifier was pre-populated and tested before cutover for a smooth rollout.

When a hospital system user logs into one of the essential [shared campus services](#) that have been configured in the [Cirrus Proxy](#), their unique identifier is passed to the service for authorization. It doesn't matter if they have an active hospital system session or campus session because the same unique identifier is passed to the campus service for [single sign-on](#).

Some of the essential campus services that needed to be shared with hospital system users were setup with the [CAS](#) protocol for authentication. Cirrus helped configure a [CAS Bridge](#) to the Proxy to make this seamless for the users.

For a smooth transition, passwords were synced for those that had both a hospital system and university account. Hospital system and university users have an intuitive and consistent login discovery screen to authenticate.

Login screen:



Impact

"Lowered identity management overhead between the university and the hospital system - less support, less licensing - for both. We can do more with limited resources because we are using a consistent way of delivering the service. We gained capacity to support other security initiatives. It opened up possibilities for future groups that would need a more complex access solution."

Chief Information Security Officer

✓ **Intuitive User Experience** - Much easier for the hospital system users to access essential services. 3,000 users transitioned and retained existing access to systems.

✓ **Repeatable Solutions for Access** - Now over 10 applications/services allow access based on either the campus or hospital system account and it's easy to add more!

✓ **Infrastructure & Licensing Savings** - Legacy infrastructure has been retired and licensing costs were minimized.

✓ **Reliability & Technical Risk** - Hosted cloud solutions have provided reliability and stability. There is a strong partnership with Cirrus.

✓ **Support Savings** - Easier to provide support with a simplified environment

✓ **Developer Savings** - Developer time is now spent on higher priority projects.

"Cirrus enabled the hospital system to control their own population and not have to go through the campus as the middleman."

IAM Developer